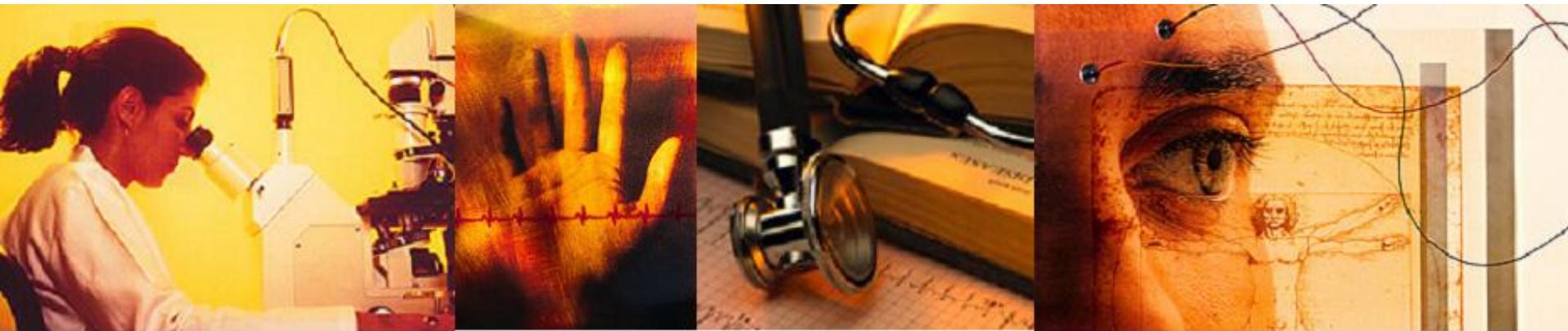


The Claims Record for Emergency Department Pilot Project



Agenda & Objectives

- **Agenda:**
 - Typical ER scenarios
 - Claims information as a supplement
 - The M(C)R ED pilot
 - Discussion

Presentation to invite Hospital partners to participate in this project

ER Scenarios

- **Scenario 1:**
 - Patient presents to the ER unresponsive
 - No sign of trauma
 - ID found, no medical history available
 - Blood work and radiology tests ordered, valuable time wasted waiting for results
- **Scenario 2:**
 - Patient presents to the ER with non-specific symptoms (chest pain, headache, abdominal pain, nausea-vomiting etc.)
 - Doesn't know what medication he/she is taking, doesn't know what tests were done in the past OR
 - Patient gives incomplete medication and pharmacy history

ER Scenarios

In both cases, knowing the patient's prior history might be helpful

- Medical record will be available only if the patient has been in the ER or hospital before.
- Pharmacy history is often incomplete
- May take time to locate the chart

ER Uses of Claims Information

- **Claims information might be a useful in the above scenarios**
 - **Longitudinal history of**
 - Diagnoses – what diagnosis; when; name of provider
 - Procedures – which procedure; who performed the procedure; when was the procedure performed
 - Admissions – which hospital; when; why
 - ER visits – which ER; when; why
 - Office Visits – which doctor; when; why
 - Pharmacy – what drug; when filled; quantity supplied

MR ED strengths

BCBSMO wants to make our claims information available to Emergency Room physicians in order to improve the quality of care.

- No cost to the ER
- Will not affect reimbursement
- Use is optional

How Will This Work?

- BCBSMO has an internal web based claims-based record system called the Member-Medical History system that displays claims information in a medical-record-like format. We will make this system available to ER's
- When a patient presents to an ER, support-staff will go to our website and print out the member's information and place it in the clipboard
- The whole process should take 1-2 minutes to complete and might be embedded into the verification of coverage process

The MMH System

Member Entry Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://insite.bcbsmo.com/mmh/MemberEntry.asp?var1=4966615908&var2=000&var3=%20%202000-08-01%20&var4=%20%202000-08-31%20&var5=DMR Go Links

M . M . H
Member Medical History Profile

MMH Version 1.5

BlueCross BlueShield of Missouri



Enter Member Information To Search Medical History!

Member Identification:

Subscriber ID **Help**

Dependent ID **Search**

Exit

Claim Incurred Date Range:

Start Date **Get Data**

End Date

[Email MMH Support with feedback.](#)

Local intranet

Start Calend... http://... Micros... Agend... BCBSM... RE: No... Micros... HMIS... Memb... Memb... 2:31 PM

Member Tracking Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://insite.bcbsmo.com/mmh/MemberTracking.asp

M . M . H
Member Medical History Profile

BlueCross BlueShield of Missouri

Filter On Off

Log Off

Encounter

Medical Claims

Diag/Conditions

Clinical Procedures

Surgical Procedures

Prescription

Hospitalization

ER Visits

Utilization Costs

UM Data

Eligibility History

Subscriber ID: 103118 | Member ID: 103118 | Last Update: 08/30/2000 | Gender: M

From : 2000-08-01 To : 2000-08-31

Clinical Procedures

Incurred Date	Srvc Prov ID	Revenue Code	Health Service Cd	Description
2000-08-30	103118	-	93623	PROGRAMMED STIMULATION AND PACING AT WITH 93
2000-08-30	128467	-	99222	INITIAL HOSPITAL CARE FOR THE E/M OF A F COMPREHENSIVE H
2000-08-30	6584	-	80048	-
2000-08-30	6584	-	82330	CALCIUM, IONIZED.
2000-08-30	6584	-	82553	CREATINE (CK), (CPK); MB FRACTION ONLY.
2000-08-30	6584	-	83735	MAGNESIUM.
2000-08-30	6584	-	84484	TROPONIN, QUANTITATIVE
2000-08-30	6584	-	85730	THROMBOPLASTIN TIME, PARTIAL (PTT); PLA
2000-08-30	9648	-	78588	-

MMH Version 1.5
Email the MMH Support with feedback.

These are different data fields about this patient that can be displayed

Basic Member Data always on top

Depending on which item is selected, patient data are organized differently

http://insite.bcbsmo.com/mmh/ClinicalProc.asp?fg=Off#

Local intranet

Start Calend... http://... Micros... Agend... BCBSM... RE: No... Micros... HMIS... Memb... Memb... 2:33 PM



M . M . H

Member Medical History Profile

[Help](#)[Filter](#) On Off[Log Off](#)[Next Member](#)[Encounter](#)[Medical Claims](#)[Diag/Conditions](#)[Clinical Procedures](#)[Surgical Procedures](#)[Prescription](#)[Hospitalization](#)[ER Visits](#)[Utilization Costs](#)[UM Data](#)[Eligibility History](#)

First Name	SECURED	Last Name	SECURED	Birth Dt	1990-05-07
TEP	N	TEP	N	TEP	N

Prescription[Change Dt](#)

From : 2002-01-01 To : 2004-01-31

National Drug Code	Drug Name	Hide	Dosage	Refill Ind	Rx Fill Date	Alt Cat
00472163016	PROMETHAZINE W/DM	Sort Ascending	-6.25/5	1	2003-10-17	48:0
0186091542	PULMICORT 200MCG	Sort Descending	DMCG	1	2003-10-14	68:0
49502050001	EPIPIPEN 0.3MG AUTO-	Move Left	3MG	1	2003-09-09	12:1
00085119701	NASONEX 50MCG NAS	Move Right	MCG	2	2003-08-14	52:0
00088110947	ALLEGRA 180MG TABL	Move First	OMG	2	2003-08-14	04:0
00093310905	AMOXICILLIN 500MG	Move Last	SMG	1	2003-04-19	12:1
59930156001	ALBUTEROL 90MCG II		MCG	1	2003-04-19	12:1
00173069500	ADVAIR 100/50 DISKUS		100-50MCG	1	2003-03-31	52:0
00085119701	NASONEX 50MCG NASAL SPRAY		50MCG	1	2003-03-31	52:0
00088110947	ALLEGRA 180MG TABLET		180MG	1	2003-03-31	52:0
62037079444	ALBUTEROL 90MCG INHALER		90MCG	1	2003-03-17	52:0

<< <

>> >

MMH Version 1.6

[Email the MMH Support with feedback.](#)

This screen displays
drug information

Can sort and re-arrange
columns by date, drug,
etc.

Done

Start

Windows ...

Inbox - M...

BCBSMo I...

Acrobat ...

E:\Medic...

Search R...

Microsoft...

Member...

Local intranet



WELLPOINT

The MMH System for ER

- A modified version will be available to participating ER's
 - No financial information
 - Print option
- Security Control
 - Users will access the system via a secured internet connection. A small program will have to be installed onto the ER computers accessing this system
 - All access will be recorded

Sample Reports -- Pharmacy

Solution Items - Microsoft Development Environment [design] - Browse - Patient Pharmacy History

File Edit View Project Debug Tools Window Help

C:\EDReports\PERHV\Rpt\PharmacyHistory

M. M. H
Member Medical History Profile

Patient Pharmacy History

Patient Name: [REDACTED]
Date Range: 01-22-2003 To 06-08-2005

Blue Cross and Blue Shield of Missouri

Drug Name	Dose	Fill Date	Days Supplied
FOLIC ACID 1 MG TABLET	1MG 1MG 1MG	05/17/2005 02/12/2005 01/06/2005	30 30 30
COUMADIN 1 MG TABLET	1MG 1MG	05/17/2005 04/15/2005	30 30
COUMADIN 5 MG TABLET	5MG 5MG	05/17/2005 04/15/2005	30 30
METRONIDAZOLE 0.75% CREAM	0.75%	04/18/2005	15
DESONIDE 0.05% CREAM	0.05%	04/18/2005	5
HYDROCODONE/APAP 5/500 TAB	5-500MG	03/02/2005	3
ONE TOUCH ULTRA TEST STRIPS		02/17/2005 01/24/2005	25 25

Done

Start Screen Shots... Solution Items Inbox - Micro... Development Screen Shots... 10:04 AM

Sample Reports -- Admissions

Solution Items - Microsoft Development Environment [design] - Browse - Patient Inpatient History

File Edit View Project Debug Tools Window Help

Start Page | PharmacyHistoryByDate.htm | InpatientHistory.htm | OutPatientHistory.htm | PatientDiagnosisHistory.asp | PharmacyHistory.htm | Browse - Patient Inpatient History

BlueCross BlueShield of Missouri

M . M . H
Member Medical History Profile

Patient Inpatient History

Patient Name: SSSSSSSS Gender: SSSSSSSSS Date Range: SSSSSSSSS

Blue Cross and Blue Shield of Missouri

Admit Date	Discharge Date	Primary Diagnosis	Secondary Diagnosis	Provider/Facility
02/23/2005	02/28/2005	64131	Antepartum Hemorrhage Associated With Coagulation Defects, With Delivery	78039 Other Convulsions BOONE HOSPITAL CENTER
01/07/2005	01/12/2005	64403	Threatened Premature Labor, Antepartum	78039 Other Convulsions BOONE HOSPITAL CENTER

Print Cancel

Done

Start C... S... S... A... h... I... B... M... M... S... M... R... 2:16 PM

Sample Reports -- Procedures

Solution Items - Microsoft Development Environment [design] - Browse - Patient CPT/HPCPS History

Date.htm | InpatientHistory.htm | CPT_HPCPS.htm | OutPatientHistory.htm | ICD9History.htm | PatientDiagnosisHistory.asp | DiagnosisHistory.htm | Browse - Patient CPT/HPCPS History

Date Range: 01-22-2003 To 06-08-2005
Blue Cross and Blue Shield of Missouri ID: 518133176

CPT/HPCPS	Date	Provider/Facility	Place of Service
99213 OFFICE OR OTHER OUTPATIENT VISIT FOR THE E/M OF AN ESTABLISHED PATIENT.	05/23/2005	ASHER, IRVING M	Office
92226 OPTHOMOSCOPY, EXTENDED AS PER RETINAL DETACHMENT	03/17/2005	HOLEKAMP, TIMOTHY	Office
90706 IMMUNIZATION ACTIVE,REBELLA VIRUS VACCINE,LIVE	03/24/2005	TRAMMELL, LEE W	Office
88175	03/24/2005	BOYCE AND BYNUMPATH LABS PC	Independent Laboratory
85610 PROTHROMBIN TIME.	07/06/2005	BOYCE AND BYNUMPATH LABS PC	Independent Laboratory
36415 ROUTINE VENIPUNCTURE OR FINGER/HELL/EAR STICK OF COLLECTION OF SPECIMEN(S).	07/06/2005	BOYCE AND BYNUMPATH LABS PC	Independent Laboratory
V2599 CONTACT LENS, OTHER TYPE INJECTION, RHO D IMMUNE	03/05/2004	GAMBELL, JEFFREY M	Office
J2790 GLOBULIN,HUMAN,ONE DOSE PACKAGE	12/13/2004	TRAMMELL, LEE W	Office
A7035	03/14/2005	APRIA HEALTHCARE INC	Patient's Home
A7032	03/14/2005	APRIA HEALTHCARE INC	Patient's Home

Print Cancel

Done

Start | Sol... hmi... Be... Inb... Scri... Scr... Sol... BC... Me... 2:15 PM

Sample Reports -- Diagnoses

Solution Items - Microsoft Development Environment [design] - Browse - Patient Diagnosis History

File Edit View Project Debug Tools Window Help

getClaims

C:\EDReports\PERHVRpt\DiagnosisHistory.htm | PatientDiagnosisHistory.asp | DiagnosisHistory.htm | PharmacyHistory.htm | Browse - Patient Diagnosis History

BlueCross
BlueShield
of Missouri

Member Medical History Profile

Patient Diagnosis History

Patient Name: [REDACTED] Gender: [REDACTED]

Date Range: [REDACTED]

Blue Cross and Blue Shield of Missouri ID: 518133176

ICD-9 Date Primary Flag Provider/Facility Place of Service

34510	Generalized Convulsive Epilepsy, Without Mention of Intractable Epilepsy	06/07/2005	Y	BOYCE AND BYNUM PATH LABS OC	Independent Laboratory
		05/31/2005		BOYCE AND BYNUM PATH LABS OC	Independent Laboratory
		05/23/2005		BOYCE AND BYNUM PATH LABS OC	Independent Laboratory
		05/23/2005		ASHER,IRVING M	Office
V700	Routine General Medical Examination at A Health Care Facility	05/10/2005	Y	BOYCE AND BYNUM PATH LABS OC	Independent Laboratory
V242	Routine Postpartum Follow-Up	03/24/2005	Y	BOYCE AND BYNUM PATH LABS OC	Office
V5861	Long Term (Current) Use of Anticoagulents	03/02/2005	Y	BOYCE AND BYNUM PATH LABS OC	Independent Laboratory

Print Cancel

Done

Start | S... | S... | A... | h... | I... | Bl... | J... | M... | M... | M... | D... | S... | 11:18 AM

What About HIPAA?

- **For current BCBSMO members, no consent is needed because this falls within the HIPAA treatment exemption**
- **For prior BCBSMO members, a signed consent is needed. This can be obtained as part of the consent for treatment process**

System Limitations

- **Claims-lag**
- **We report on information we received from doctors and facilities as coded on claims (GIGO)**
- **Blue Cross Blue Shield of Missouri only**
- **Self-paid and non-BCBSMO services and prescriptions not available**
- **No lab results**
- **No radiology reports**
- **No clinical values**
- **Compliant with ER laws re: insurance coverage**

Project Evaluation

**BCBSMO is working with St. Louis
University School of Medicine and School of
Public Health to do a formal evaluation of
this project**

Next Steps for Test Sites after first meeting

- Make this service available in January of 2006**
- Set a follow up meeting with the emergency department staff (intake and clinical) to discuss how to operationalize this report and ensure its use.**
- Identify user IDs and passwords as needed to access this report.**
- Add a short contract addendum that identifies and refines this new service.**
- Include hospital and emergency rooms in public notifications and marketing documents.**



Comments, Discussion, and Questions?